



# CALAMBA WATER DISTRICT

Lakeview Subd., Halang, Calamba City

Tel. No. 545-2863; 545-1614, 545-0226

Fax No. 545-9752

24/7 Public Service

## CERTIFICATE OF COMPLIANCE

**Pursuant to Republic Act 9485: An Act to Improve Efficiency in the Delivery of Government Service to the Public by Reducing Bureaucratic Red Tape, Preventing Graft and Corruption and Providing Penalties Therefore**

I, **EXEQUIEL A. AGUILAR, JR.**, of legal age, General Manager of the Calamba Water District, being responsible and accountable in ensuring compliance with Section 6 of the Anti-Red Tape Act of 2007 and Rule IV of its Implementing Rules and Regulations, hereby declare and certify the following facts:

1. The Calamba Water District including its two (2) collection offices has established its service standards known as the Citizen's Charter that enumerates the following:
  - a. Vision and mission (Amended Year 2012)
  - b. Frontline services offered
  - c. Step-by-step procedure in availing of frontline services
  - d. Employee responsible for each step
  - e. Time needed to complete the procedure
  - f. Amount of fees
  - g. Required documents
  - h. Procedure for filing complaints
2. The Citizen's Charter is posted as information billboards in all the service offices of the Calamba Water District that deliver frontline services.
3. The Citizen's Charter is positioned at the main entrance of the office or at the most conspicuous place of all the said service offices.
4. The Citizen's Charter is written in English and published as an information material.
5. The Citizen's Charter is uploaded in the CWD website and accessible to the public.
6. The Citizen's Charter shows the process improvements, specifically on the streamlining of procedures and shortened turnaround time, on the most availed frontline services like application for new water service connection, handling of complaints and collection of water bill, water bill deposit and reconnection fee which made possible through the establishment of CWD On-Stop-Shop and installation of additional local numbers.
7. The Calamba Water District has revised its Vision and Mission as per CWD Board Directive No. 57 series of 2010.

This certification is being issued to attest to the accuracy of all the foregoing based on available records and information that can be verified.

DEC 01 2020

**IN WITNESS HEREOF**, I have hereunto set my hands this 24th day of November 2020 in Calamba City, Laguna, Philippines.

**EXEQUIEL A. AGUILAR, JR.**  
General Manager A  
Calamba Water District

DEC 01 2020

**SUBSCRIBED AND SWORN TO** before me this \_\_\_\_ day of December 2020 in Calamba City, Laguna, Philippines with affiant exhibiting to me his (government id) issued on \_\_\_\_\_ at \_\_\_\_\_.

**ATTY. NOLAN V. OLOROSO**  
NOTARY PUBLIC

M.E. MORALES BUS. CENTER, J. P. RIZAL ST., CALAMBA CITY, LAGUNA  
NOT COMM. NO. 08-2020-C UNTIL DECEMBER 31, 2021  
FOR CALAMBA CITY, LOS BAÑOS, BAY AND CALAUAN, LAGUNA  
ROLL NO. 30156/IBP NO. 095359 11-20-2019 AT QUEZON CITY  
PTR NO. CC 7397733 01-02-2020 AT CALAMBA CITY  
MCI.E COMPLIANCE NO. V1-0014487 VALID UNTIL APR 14, 2022

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